

Corning is a world's leader in specialty glass and ceramics, with a 167-year track record of life-changing inventions. It operates on a truly global scale, with approximately 45,000 employees in 107 locations worldwide. And Corning is one of the largest foreign manufacturing investor in Taiwan with five locations across four cities, including Taipei, Hsinchu, Taichung and Tainan. Corning applies its unparalleled expertise in glass science, ceramics science, and optical physics. Our industry-leading products include LCDs that are used primarily in LCD televisions and flat panel desktop monitors, which keep changing the way people live and work around the world

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## **Sr. Development Engineer, Customer Technical Interaction**

### **Position Description**

#### **Purpose of the Position:**

- Provide technical leadership in supporting customer's technical needs on Corning glass by providing fundamental knowledge in the areas of glass processing, glass handling, surface and edge attributes.
- Provide technical and project leadership on customer quality issue root cause fundamental understanding based on first principle and MEE methodology by working closely with WWPE, WW FTE, AAL, CATC as well as Research.
- Develop process and product expertise around sheet and panel cutting, edge finishing, panel reliability, surface technologies as well as lab and modeling capabilities, complimentary to AAL and CATC with close linkage to CDT manufacturing process.
- Develop into a customer attribute requirement SME with intimate knowledge of CDT product/process and competitors' product performance. Provide technical guidance to process and product development at CDT.
- Stay up-to-date with customer's technical needs and industrial trends related to glass attributes. Strengthen customer relationship and enhance technical credibility.
- Participate and support CDT Top programs: Total Solution, SPEAR and Total Quality Improvement.

#### **Job Responsibilities:**

- Lead and participate in lab process development, product testing and on-line trial related to customer quality issue root cause fundamental understanding including experiment planning, sample collection, testing method development, data analysis and reporting.
- Participate in customer meetings as a SME and lead the discussion on technical topics critical to customer. Educate customers and keep them up-to-date on our process and product technologies.
- Work closely with CDT WWPE, WW FTE, AAL, CATC, Research organizations at Sullivan Park as well as DAPPD as one team to tackle customer quality issues. Develop and establish a pro-active technical support and engagement process with key customers.
- Develop and evaluate new technologies or capabilities to enable effective technical interaction with ever changing customer product and process needs.
- Collaborate with R&D groups to develop deep understanding of customer's process, product, surface and edge quality issues. Act as a technical liaison between S&T SMEs and customer.
- Establish correlations between key customer process defects and CDT glass attributes. Modify or propose new product attributes directly linked to customer's performance. Provide input to glass attribute targets and technology roadmap.
- Collect customer and competitive intelligence in process and product technology and analyze with internal SMEs to generate reports and provide recommendations.
- Promote Corning's technical capabilities in product and process, fundamental understanding, advanced testing, modeling and technical services to our customers.
- Protect Corning's intellectual property in customer's interaction. Ensure proper process is in place with corporate legal department. File invention disclosure in timely fashion.

## Education & Experience

- Ph.D. in mechanical engineering, materials science, chemical engineering or a related engineering field with minimum of 5 years of experience.
- Minimal 3 years of experience in new process and product development.
- Knowledge and experience in LCD/TFT process is a strong plus.
- Customer technical service experience

## Required Skills

- Knowledge and experience in CDT finishing process technologies including cutting, grinding, polishing, washing, sheet handling, protection and measurement.
- Strong foundation in mechanical engineering, materials science, fracture mechanics, glass technology and other related science and engineering disciplines.
- Proficient in experiment design, execution, data collection and analysis. Creative problem solving skills with MEE methodology.
- Strong interpersonal skills to work with people of diverse cultural and technical background. Good communication skills and able to adjust presentation format/style based on audiences.
- Knowledge and experience in customer interaction, VOC gathering, and problem solving. Ability to travel frequently overseas and domestically as needed.
- Knowledge and experience in CDT process and product development or related background. Ability to conduct new technology development starting from fundamental analysis.
- Knowledge and experience in technical project management (small to medium scale).
- Strong analytical skills and hands-on experimental skills.

## Desired Skills

- Poses key process and equipment knowledge and experience in BOD and finishing process and surface inspection.
- Experience in working in manufacturing environment and perform well under multi culture and cross functional team environment.
- Fast learner and results oriented.
- Familiar with LCD panel making process.
- Familiar with Quality management system ISO9001.
- Broad range of RD&E knowledge.
- Broad understanding of process technology.

## Other Information

- 25% domestic and international

## Contact Information:

Please apply with English Resume to in-charged HR: Daphne Liao, [LiaoTT@corning.com](mailto:LiaoTT@corning.com)

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